

# Medicaid and CHIP Unwinding Operations Snapshot – May 2023 Data

August 2023

# Medicaid and CHIP Unwinding Operations Snapshot

To monitor state progress after the end of the Medicaid continuous enrollment condition and states' return to regular eligibility operations, this Medicaid and Children's Health Insurance Program (CHIP) Unwinding Operations Snapshot captures preliminary state reporting of Performance Indicator Data,<sup>1</sup> focusing on:

- Total Medicaid and CHIP enrollment;
- Total Applications;
- Percentage of Modified Adjusted Gross Income (MAGI) application determinations processed in greater than 45 days;
- Average call center wait time; and
- Average call center abandonment rate.

In addition to this time-limited, monthly Medicaid and CHIP Unwinding Operations Snapshot related to unwinding of the Medicaid continuous enrollment condition, CMS has released and will continue to release two related products that report on Enrollment and MAGI application processing time:

- The Medicaid and CHIP Enrollment Trend Snapshot<sup>2</sup>
- The Medicaid MAGI and CHIP Application Processing Time Report<sup>3</sup>

<sup>1</sup> More information on the Performance Indicator data set can be found here: <https://www.medicaid.gov/medicaid/national-medicaid-chip-program-information/medicaid-chip-enrollment-data/performance-indicator-technical-assistance/index.html> and the complete Performance Indicator data set is available on [data.Medicaid.gov](https://data.medicaid.gov)

<sup>2</sup> The Medicaid and CHIP Enrollment Trend Snapshot can be found here: <https://www.medicaid.gov/medicaid/program-information/medicaid-chip-enrollment-data/medicaid-and-chip-enrollment-trend-snapshot/index.html>

<sup>3</sup> The Medicaid Modified Adjusted Gross Income & Children's Health Insurance Program Application Processing Time Report can be found here: <https://www.medicaid.gov/state-overviews/medicaid-modified-adjusted-gross-income-childrens-health-insurance-program-application-processing-time-report/index.html>

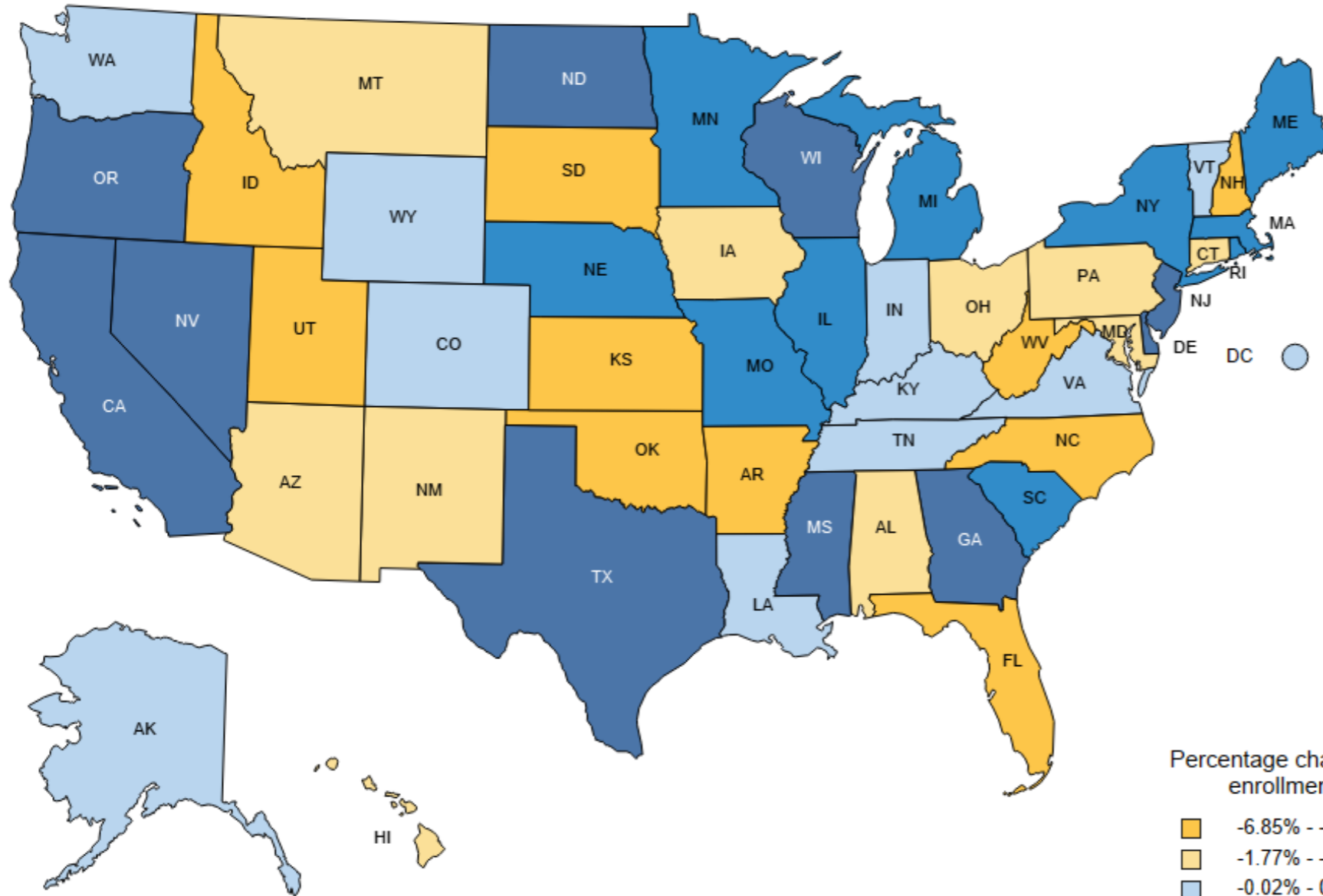
# What You Should Know When Using the Data

The Performance Indicator Data set includes monthly, aggregate data on states' eligibility and enrollment processes.

- States submit these data to CMS on a monthly basis.
- Definitions of enrollment counts include individuals receiving comprehensive Medicaid and CHIP benefits.
- Total enrollment is a point-in-time count on the last day of the calendar month.
- Definitions of the Performance Indicator data set vary from other data sets, including Transformed Medicaid Statistical Information System (T-MSIS) and Medicaid and CHIP Unwinding Monthly Report, and comparisons should not be made across data sets.
- More specifics about the Performance Indicator definitions can be found in the data dictionary.<sup>1</sup>
- CMS released state call center data for the first time in July 2023. There is wide variation in how states operate their call centers, making it difficult to compare these data. Users should review the state-specific data notes included in the recently released Medicaid and CHIP CAA Reporting Metrics posted on [Medicaid.gov/unwinding-data](https://www.medicare.gov/unwinding-data).
- Notes to consider when reviewing the data can be found in the Appendix.
- State-specific data quality notes can be found in the Medicaid and CHIP CAA Reporting Metrics.

<sup>1</sup> See Medicaid and CHIP Eligibility and Enrollment Performance Indicators Data Dictionary available at: <https://www.medicare.gov/medicaid/downloads/performance-indicators-datadictionary.pdf>

# Percentage change in total Medicaid and CHIP enrollment, April 2023 to May 2023



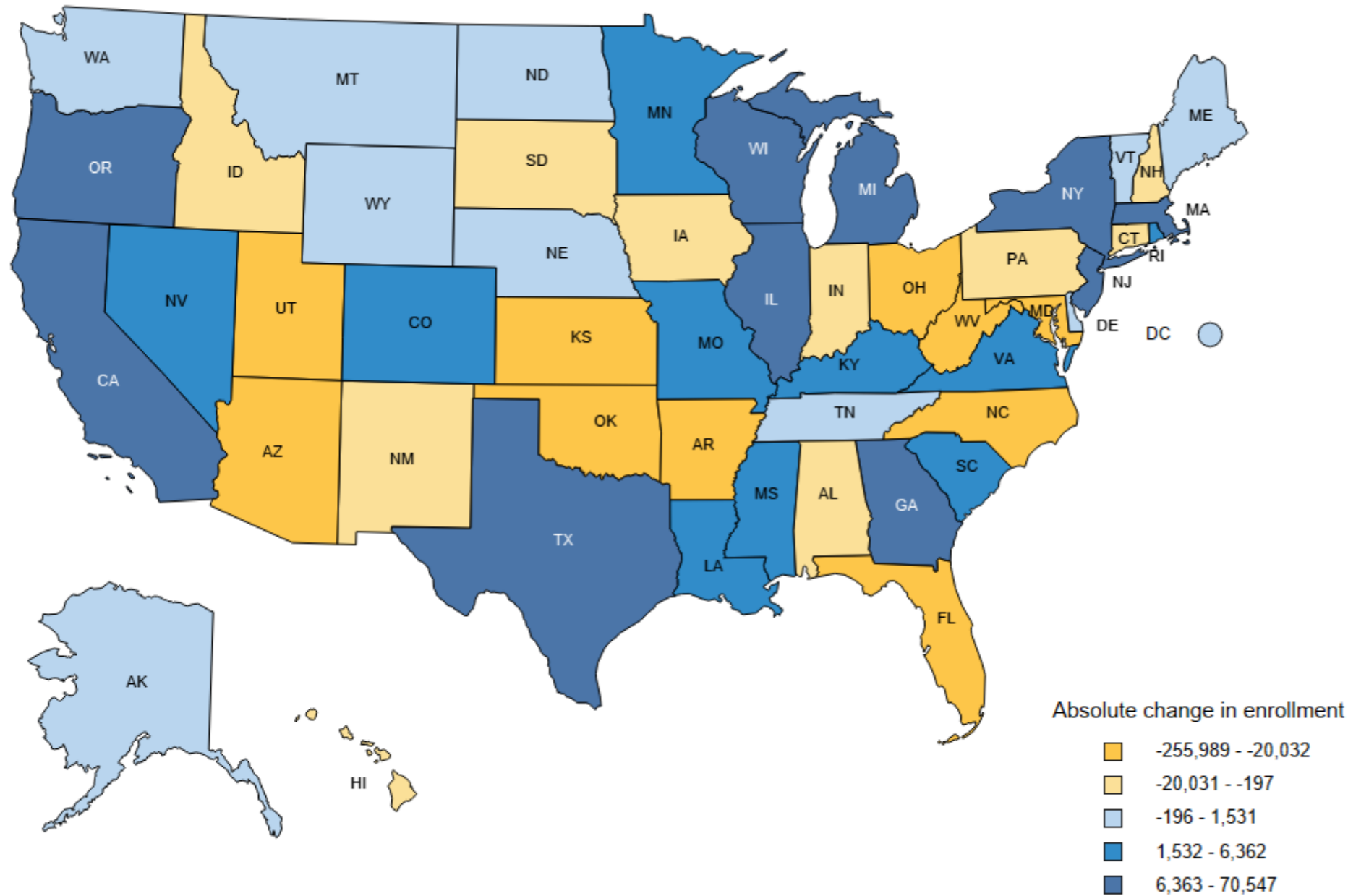
State	Total Enrollment	% Change from Previous Month	State	Total Enrollment	% Change from Previous Month
AK	269,917	0.07%	MT	329,327	-0.03%
AL	1,203,853	-0.26%	NC	2,322,560	-2.12%
AR	982,963	-5.04%	ND	135,164	0.72%
AZ	2,283,588	-0.87%	NE	397,605	0.34%
CA	14,358,898	0.49%	NH	210,333	-6.25%
CO	1,715,088	0.31%	NJ	2,271,636	0.81%
CT	1,007,852	-1.25%	NM	878,004	-1.15%
DC	296,827	0.04%	NV	904,469	0.50%
DE	309,636	0.50%	NY	7,555,685	0.36%
FL	4,751,303	-5.11%	OH	3,405,703	-1.19%
GA	2,532,570	1.52%	OK	1,313,103	-1.78%
HI	461,170	-0.04%	OR	1,415,497	0.55%
IA	858,044	-0.71%	PA	3,726,429	-0.05%
ID	430,487	-2.36%	RI	373,318	0.42%
IL	3,843,425	0.32%	SC	1,323,883	0.40%
IN	2,049,731	-0.01%	SD	125,793	-6.03%
KS	472,492	-6.85%	TN	1,812,258	0.08%
KY	1,642,367	0.11%	TX	5,959,797	0.62%
LA	1,923,476	0.26%	UT	465,969	-4.22%
MA	2,030,484	0.37%	VA	2,045,066	0.21%
MD	1,687,808	-1.36%	VT	194,585	0.18%
ME	377,359	0.34%	WA	2,194,605	0.01%
MI	3,096,005	0.36%	WI	1,451,931	0.48%
MN	1,408,551	0.45%	WV	634,686	-3.10%
MO	1,501,355	0.42%	WY	84,685	0.04%
MS	791,409	0.55%	Total	93,815,749	-0.34%

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**Source:** Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by July 12, 2023 with data through May 2023.

**Notes:** This analysis includes preliminary Performance Indicator data from 50 states and the District of Columbia. The tables include total enrollment counts for the month of May 2023. Data notes can be found in the Appendix and state-specific data quality notes can be found in the Medicaid and CHIP CAA Reporting Metrics.

# Absolute change in total Medicaid and CHIP enrollment, April 2023 to May 2023



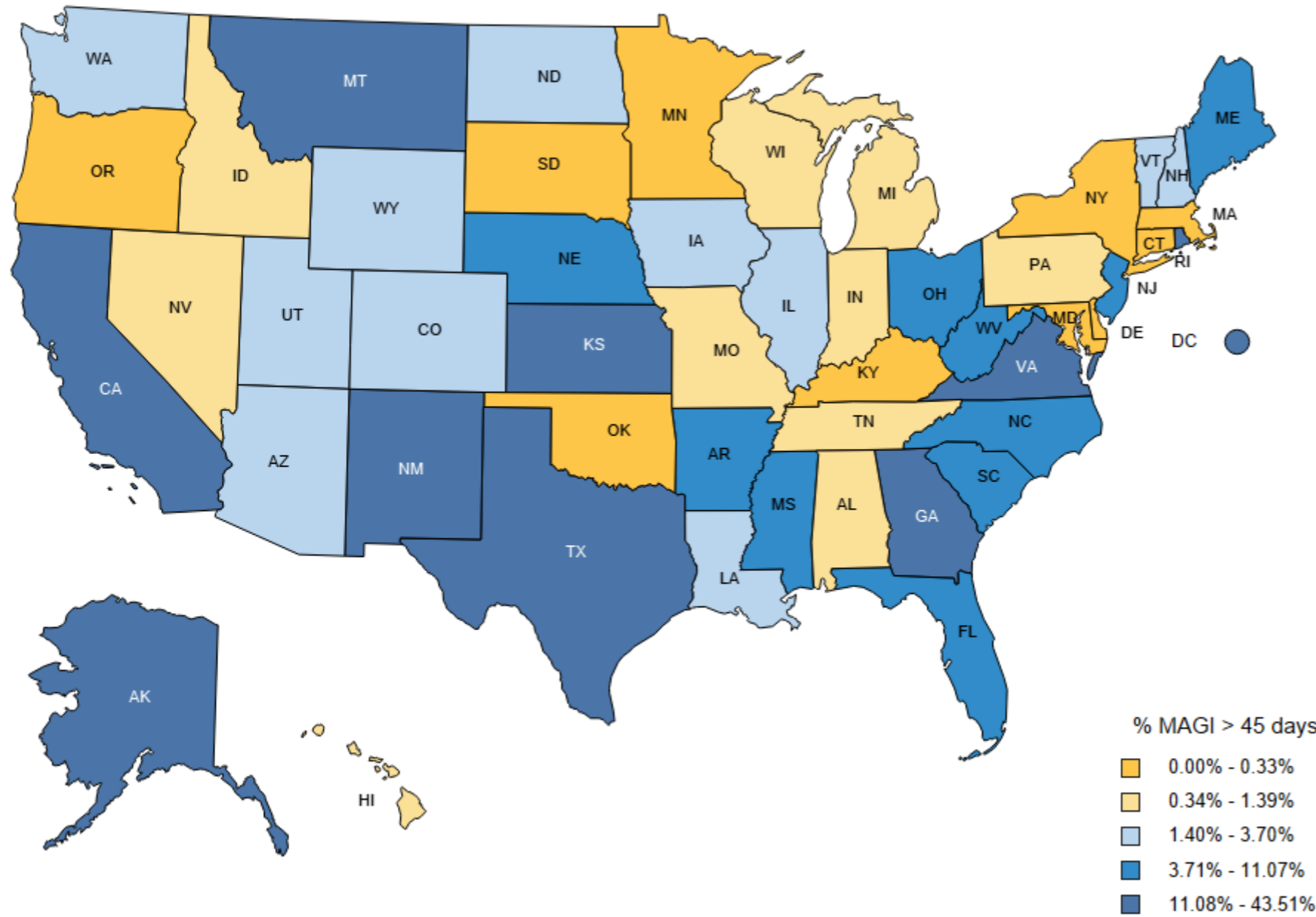
State	Total Enrollment	Abs. Change from Previous Month	State	Total Enrollment	Abs. Change from Previous Month
AK	269,917	177	MT	329,327	-98
AL	1,203,853	-3,172	NC	2,322,560	-50,359
AR	982,963	-52,209	ND	135,164	963
AZ	2,283,588	-20,032	NE	397,605	1,336
CA	14,358,898	70,547	NH	210,333	-14,032
CO	1,715,088	5,279	NJ	2,271,636	18,330
CT	1,007,852	-12,709	NM	878,004	-10,174
DC	296,827	113	NV	904,469	4,523
DE	309,636	1,531	NY	7,555,685	26,886
FL	4,751,303	-255,989	OH	3,405,703	-40,960
GA	2,532,570	37,841	OK	1,313,103	-23,763
HI	461,170	-197	OR	1,415,497	7,781
IA	858,044	-6,154	PA	3,726,429	-1,876
ID	430,487	-10,404	RI	373,318	1,566
IL	3,843,425	12,399	SC	1,323,883	5,228
IN	2,049,731	-293	SD	125,793	-8,066
KS	472,492	-34,740	TN	1,812,258	1,479
KY	1,642,367	1,743	TX	5,959,797	36,898
LA	1,923,476	5,009	UT	465,969	-20,552
MA	2,030,484	7,580	VA	2,045,066	4,370
MD	1,687,808	-23,258	VT	194,585	358
ME	377,359	1,284	WA	2,194,605	222
MI	3,096,005	10,983	WI	1,451,931	6,930
MN	1,408,551	6,362	WV	634,686	-20,338
MO	1,501,355	6,215	WY	84,685	35
MS	791,409	4,347	Total	93,815,749	-321,060

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**Source:** Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by July 12, 2023 with data through May 2023.

**Notes:** This analysis includes preliminary Performance Indicator data from 50 states and the District of Columbia. The tables include total enrollment counts for the month of May 2023. Data notes can be found in the Appendix and state-specific data quality notes can be found in the Medicaid and CHIP CAA Reporting Metrics.

# Total applications received and percentage of MAGI determinations at application processed in over 45 days, May 2023



State	Total Applications	% MAGI > 45	State	Total Applications	% MAGI > 45
AK	2,204	39.99%	MT	2,733	15.23%
AL	7,406	0.86%	NC	26,677	5.24%
AR	20,175	4.96%	ND	1,555	1.84%
AZ	118,108	2.61%	NE	6,318	11.07%
CA	140,902	18.44%	NH	8,375	3.43%
CO	13,538	3.18%	NJ	24,085	10.03%
CT	14,139	0.06%	NM	13,639	43.51%
DC	1,050	26.21%	NV	13,974	0.87%
DE	3,257	0.00%	NY	873,796	0.01%
FL	327,519	9.58%	OH	59,222	10.76%
GA	53,684	11.81%	OK	48,232	0.00%
HI	2,614	1.20%	OR	12,943	0.00%
IA	13,848	2.35%	PA	73,772	0.56%
ID	7,575	1.08%	RI	1,377	12.12%
IL	46,750	3.17%	SC	12,523	3.87%
IN	31,833	1.26%	SD	2,975	0.33%
KS	13,366	11.30%	TN	17,914	1.28%
KY	8,207	0.13%	TX	57,507	15.79%
LA	15,012	3.70%	UT	22,780	2.94%
MA	21,508	0.15%	VA	14,722	16.78%
MD	90,927	0.00%	VT	3,432	1.90%
ME	5,518	9.63%	WA	125,441	1.91%
MI	21,370	1.39%	WI	16,294	1.11%
MN	12,607	0.00%	WV	15,092	4.11%
MO	16,345	1.20%	WY	1,026	2.91%
MS	13,359	3.90%			

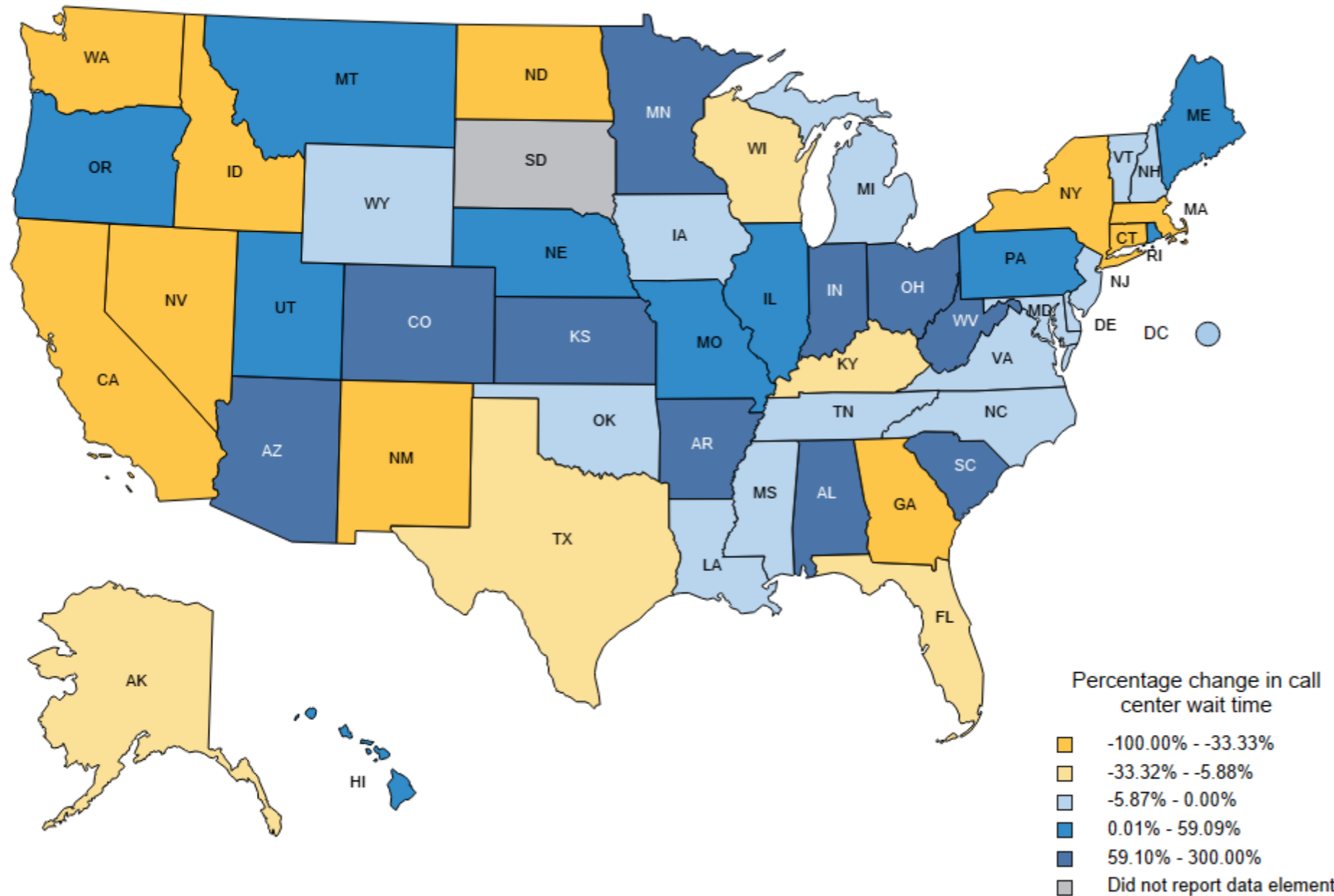
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**Source:** Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by July 12, 2023 with data through May 2023.

**Notes:** This analysis includes preliminary Performance Indicator data from 50 states and the District of Columbia. Volume of applications received include applications received by any state agency with the authority to make Medicaid or CHIP eligibility determinations, including the Medicaid agency, a separate CHIP agency, or a state-based marketplace. This count is not used to determine the percentage of MAGI determinations at application processed in over 45 days. Data notes can be found in the Appendix and state-specific data quality notes can be found in the Medicaid and CHIP CAA Reporting Metrics.

# Percentage change in average call center wait time, April 2023 to May 2023



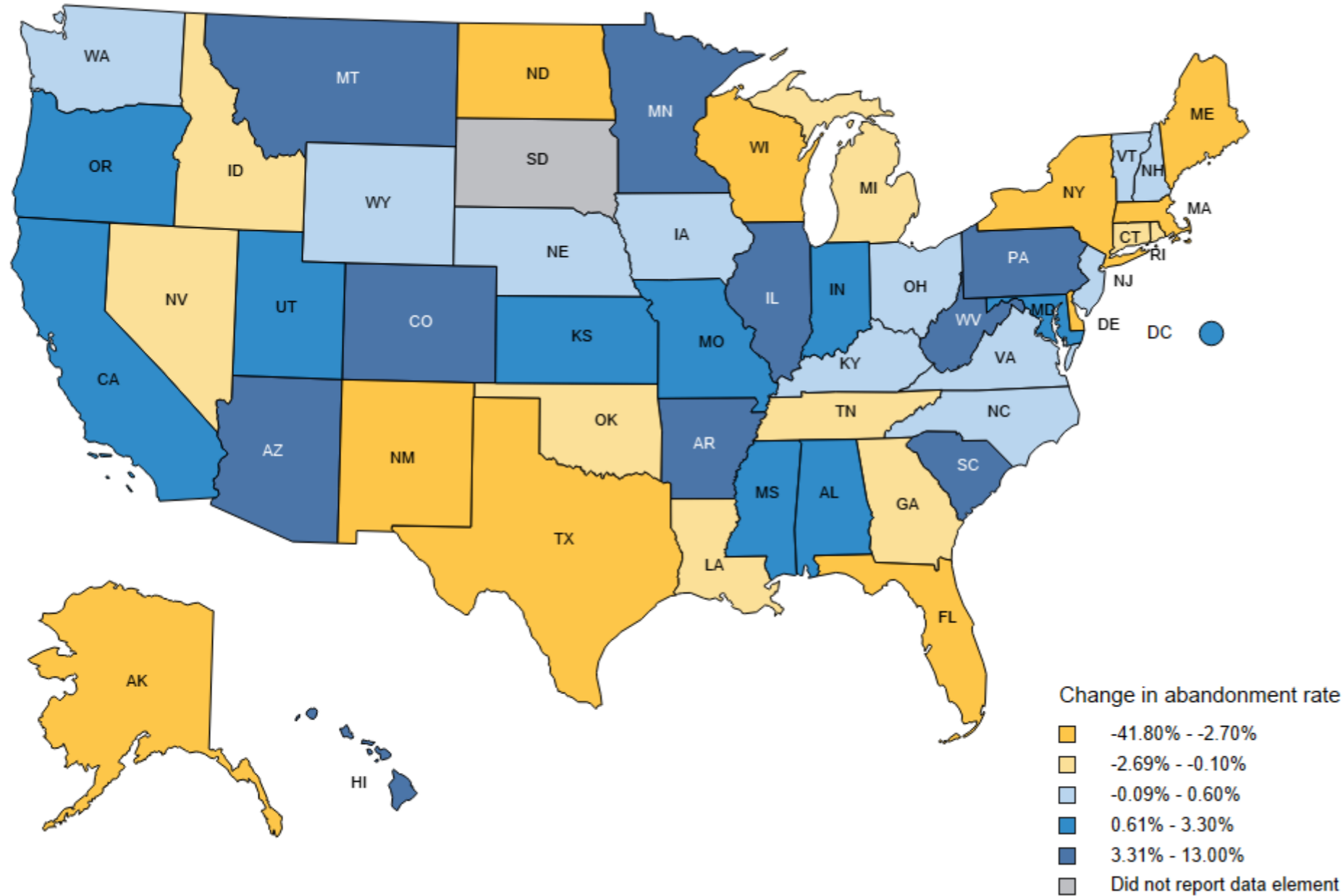
State	Avg. Call Center Wait Time	% Change from Previous Month	State	Avg. Call Center Wait Time	% Change from Previous Month
AK	16.00	-5.88%	MT	42.00	13.51%
AL	1.00	100.00%	NC	0.00	0.00%
AR	10.00	100.00%	ND	0.00	-100.00%
AZ	21.00	75.00%	NE	5.00	25.00%
CA	2.00	-50.00%	NH	11.00	0.00%
CO	4.00	300.00%	NJ	1.00	0.00%
CT	1.00	-66.67%	NM	20.00	-37.50%
DC	1.00	0.00%	NV	13.00	-43.48%
DE	1.00	0.00%	NY	0.00	-100.00%
FL	32.00	-20.00%	OH	4.00	100.00%
GA	1.00	-95.83%	OK	0.00	0.00%
HI	7.00	40.00%	OR	15.00	15.38%
IA	0.00	0.00%	PA	6.00	20.00%
ID	34.00	-33.33%	RI	39.00	5.41%
IL	12.00	20.00%	SC	14.00	100.00%
IN	5.00	66.67%	SD	NR	NR
KS	23.00	100.00%	TN	0.00	0.00%
KY	15.00	-6.25%	TX	8.00	-27.27%
LA	1.00	0.00%	UT	35.00	20.69%
MA	2.00	-50.00%	VA	1.00	0.00%
MD	1.00	0.00%	VT	1.00	0.00%
ME	35.00	59.09%	WA	0.00	-100.00%
MI	1.00	0.00%	WI	6.00	-25.00%
MN	3.00	200.00%	WV	9.00	80.00%
MO	28.00	7.69%	WY	0.00	0.00%
MS	1.00	0.00%		<i>Did not report data element</i>	NR

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**Source:** Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by July 12, 2023 with data through May 2023. Nevada's and Missouri's April and May 2023 Call Center Data from the Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data as of August 9, 2023.

**Notes:** This analysis includes preliminary Performance Indicator data from 50 states and the District of Columbia. SD does not have call centers and does not report call center metrics. Data notes can be found in the Appendix and state-specific data quality notes can be found in the Medicaid and CHIP CAA Reporting Metrics.

# Percentage point change in average call center abandonment rate, April 2023 to May 2023



State	Call Center Abandonment Rate	Change from Previous Month	State	Call Center Abandonment Rate	Change from Previous Month
AK	24.00%	-3.00%	MT	40.00%	5.00%
AL	3.90%	1.10%	NC	1.00%	0.00%
AR	16.30%	3.50%	ND	12.60%	-41.80%
AZ	17.90%	3.70%	NE	12.40%	0.10%
CA	4.30%	3.30%	NH	1.20%	0.10%
CO	8.40%	6.40%	NJ	3.10%	0.20%
CT	2.50%	-1.60%	NM	19.30%	-4.20%
DC	5.00%	1.00%	NV	55.80%	-0.10%
DE	9.50%	-4.80%	NY	1.10%	-3.10%
FL	37.60%	-10.50%	OH	3.00%	0.00%
GA	0.30%	-0.40%	OK	0.50%	-1.80%
HI	30.00%	13.00%	OR	24.00%	2.00%
IA	0.50%	0.20%	PA	11.50%	4.30%
ID	6.90%	-0.50%	RI	21.20%	-1.70%
IL	34.10%	5.70%	SC	31.10%	11.90%
IN	7.80%	1.80%	SD	NR	NR
KS	32.40%	2.60%	TN	0.60%	-0.10%
KY	0.80%	0.50%	TX	16.40%	-2.70%
LA	2.30%	-1.50%	UT	25.80%	1.30%
MA	2.50%	-3.40%	VA	1.10%	0.60%
MD	6.70%	2.80%	VT	0.70%	0.20%
ME	27.00%	-3.00%	WA	4.00%	0.00%
MI	1.00%	-1.20%	WI	8.00%	-5.00%
MN	12.00%	7.00%	WV	19.10%	10.30%
MO	43.60%	2.20%	WY	0.30%	0.20%
MS	4.90%	1.20%		<i>Did not report data element</i>	NR

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**Source:** Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by July 12, 2023 with data through May 2023. Nevada's and Missouri's April and May 2023 Call Center Data from the Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data as of August 9, 2023.

**Notes:** This analysis includes preliminary Performance Indicator data from 50 states and the District of Columbia. SD does not have call centers and does not report call center metrics. Data notes can be found in the Appendix and state-specific data quality notes can be found in the Medicaid and CHIP CAA Reporting Metrics.



# Appendix

# Considerations When Reviewing State Data

These data notes provide contextual information for users of these data. State-specific data quality notes can be found in the recently released Medicaid and CHIP CAA Reporting Metrics posted on [Medicaid.gov/unwinding-data](https://www.Medicaid.gov/unwinding-data)

## Medicaid and CHIP Enrollment Totals

- Totals may not accurately reflect enrollment in CHIP programs

## Counts of Total Applications

- May be an undercount because a state does not include all applications received or may not include applications for some populations or limited benefit programs
- May be an overcount because a state includes duplicate applications, accounts transferred from HealthCare.gov, administrative data transfers or includes renewals/redeterminations

# Considerations When Reviewing State Data (cont.)

## MAGI Determination Processing Time

- May include redeterminations or some non-MAGI applications in the data
- May report processing time at the application/household level and not at the individual level

## Average Call Center Wait Times & Average Call Center Abandonment Rate

- May include data from call centers that serve other programs like the State-Based Marketplace or SNAP and TANF
- Some call centers offer callbacks, and wait times for these call centers may include the number of minutes for an operator to make the callback
- All calls received may not be included in calculation of average wait time or abandonment rate
- Average wait time and abandonment rate may only include calls transferred to a live agent
- Zero wait time may reflect that a state's average wait time is less than 29 seconds and the state has rounded down to zero